



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

January 25, 2018

Mr. Rick Born, CEO
Aetna Better Health
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062

RE: Notice of Closure Regarding the Modernization Project

Dear Rick:

By Notice of Action dated December 21, 2017, Aetna Better Health (Aetna) was notified of its failure to meet a deadline associated with the LDH systems modernization project. The contract between Aetna and the Louisiana Department of Health (LDH) provides:

16.0 SYSTEMS AND TECHNICAL REQUIREMENTS

16.1. General Requirements

16.1.3. All MCO applications, operating software, middleware, and networking hardware and software shall be able to interoperate as needed with DHH's systems and shall conform to applicable standards and specifications set by DHH.

16.3 Connectivity

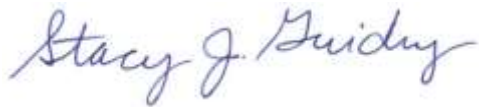
16.3.1 DHH is requiring that the MCO interface with DHH, the Medicaid Fiscal Intermediary (FI), the Enrollment Broker (EB), and its trading partners. The MCO must have capacity for real time connectivity to all DHH approved systems. The MCO must have the capability to allow and enable authorized DHH personnel to have real-time connectivity to the MCO's system as remote connections from DHH offices.

Mr. Rick Born
January 24, 2018
Page 2

Aetna was to demonstrate compliance on December 29, 2017 (subsequently re-scheduled to January 4, 2018 by mutual agreement) by successfully performing end to end testing. Aetna has demonstrated compliance so this matter will be closed. However, should Aetna in the future fail to meet deadlines associated with the LDH systems modernization project, LDH reserves the right to impose penalties in accordance with Section 20.4 of the contract.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry
Section Chief, Health Plan Management

SG/lj

cc: Amy Landry
Jen Steele
Kim Sullivan
Natalie Newsom
File #: AET2-12